

Fig. 1

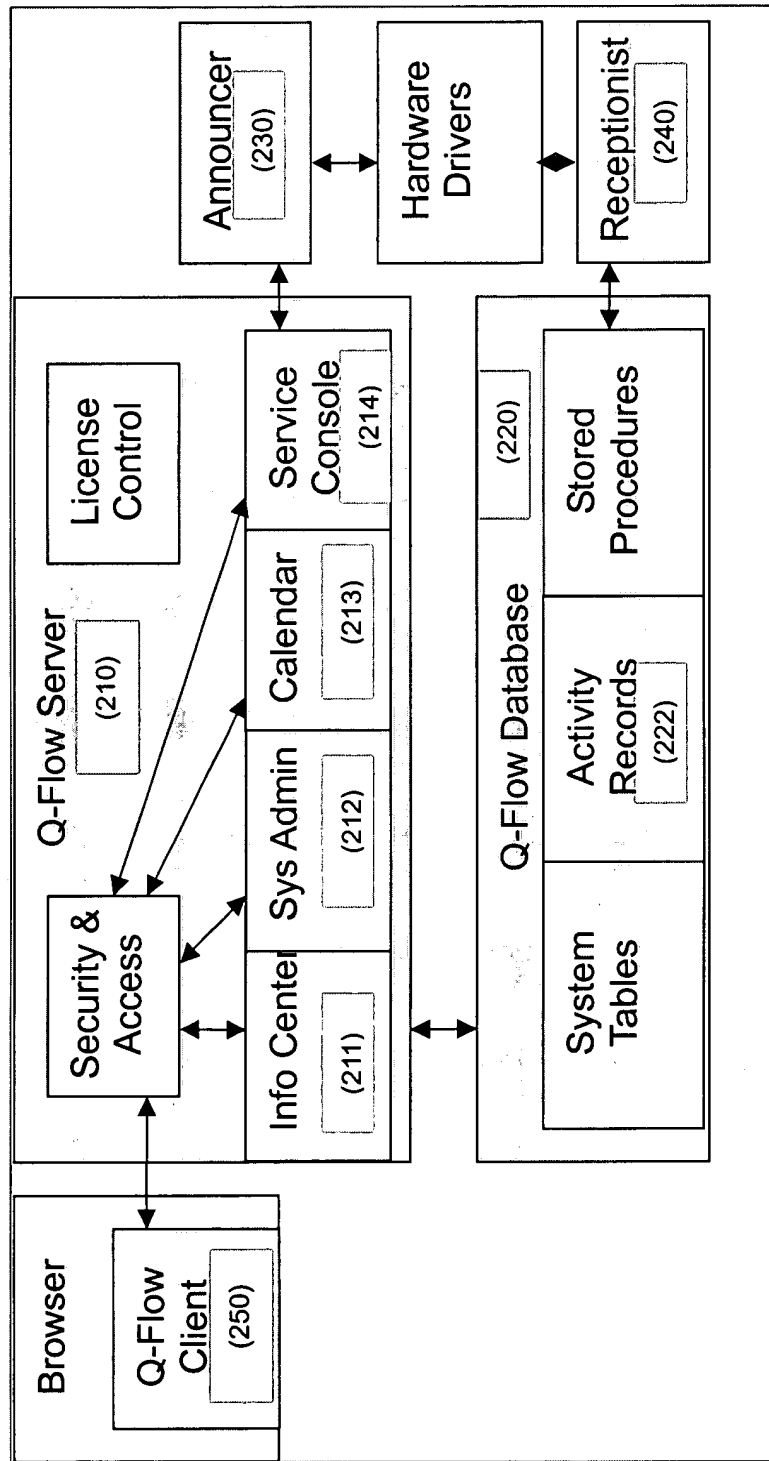


Fig. 2

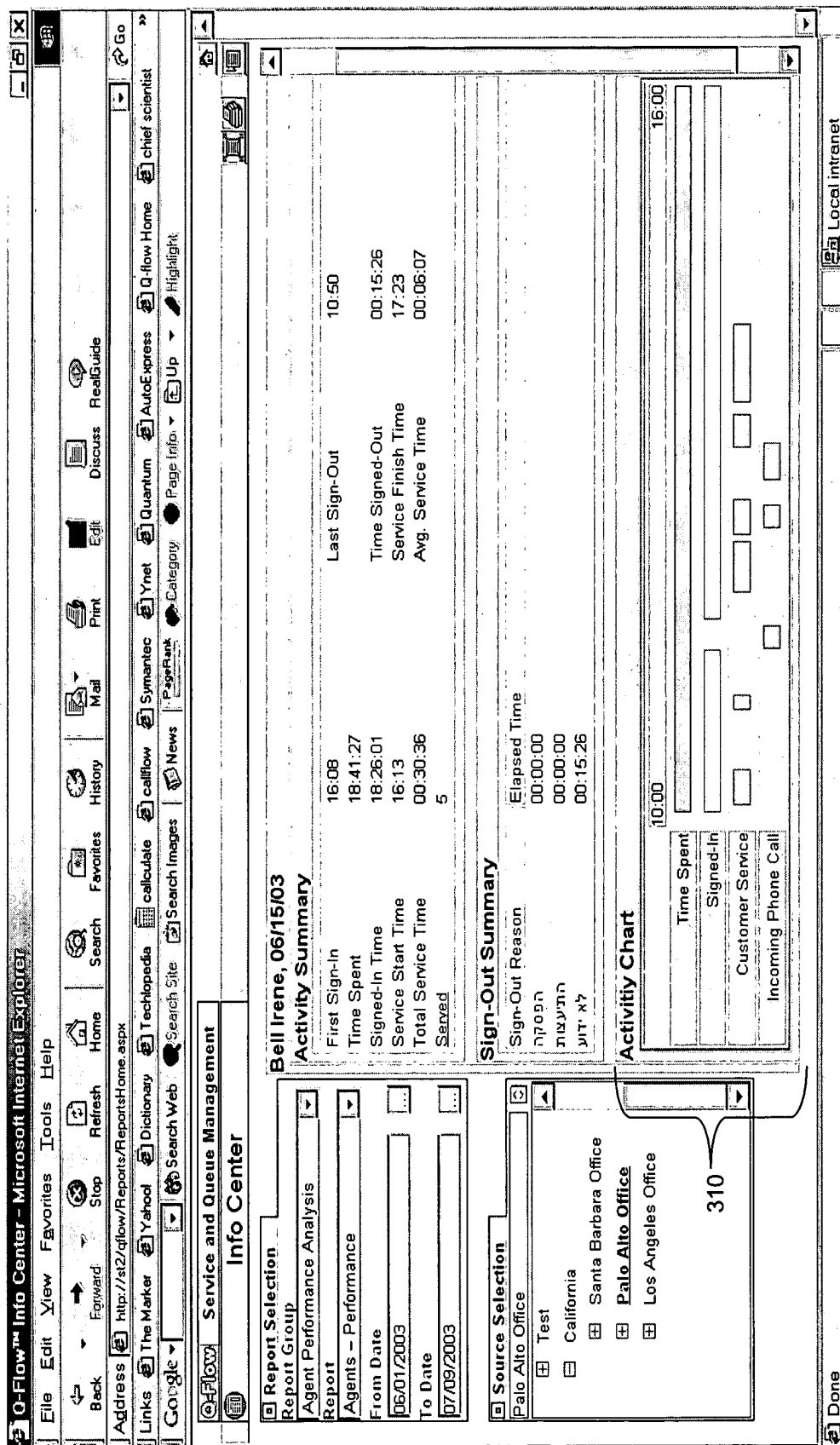


Fig. 3

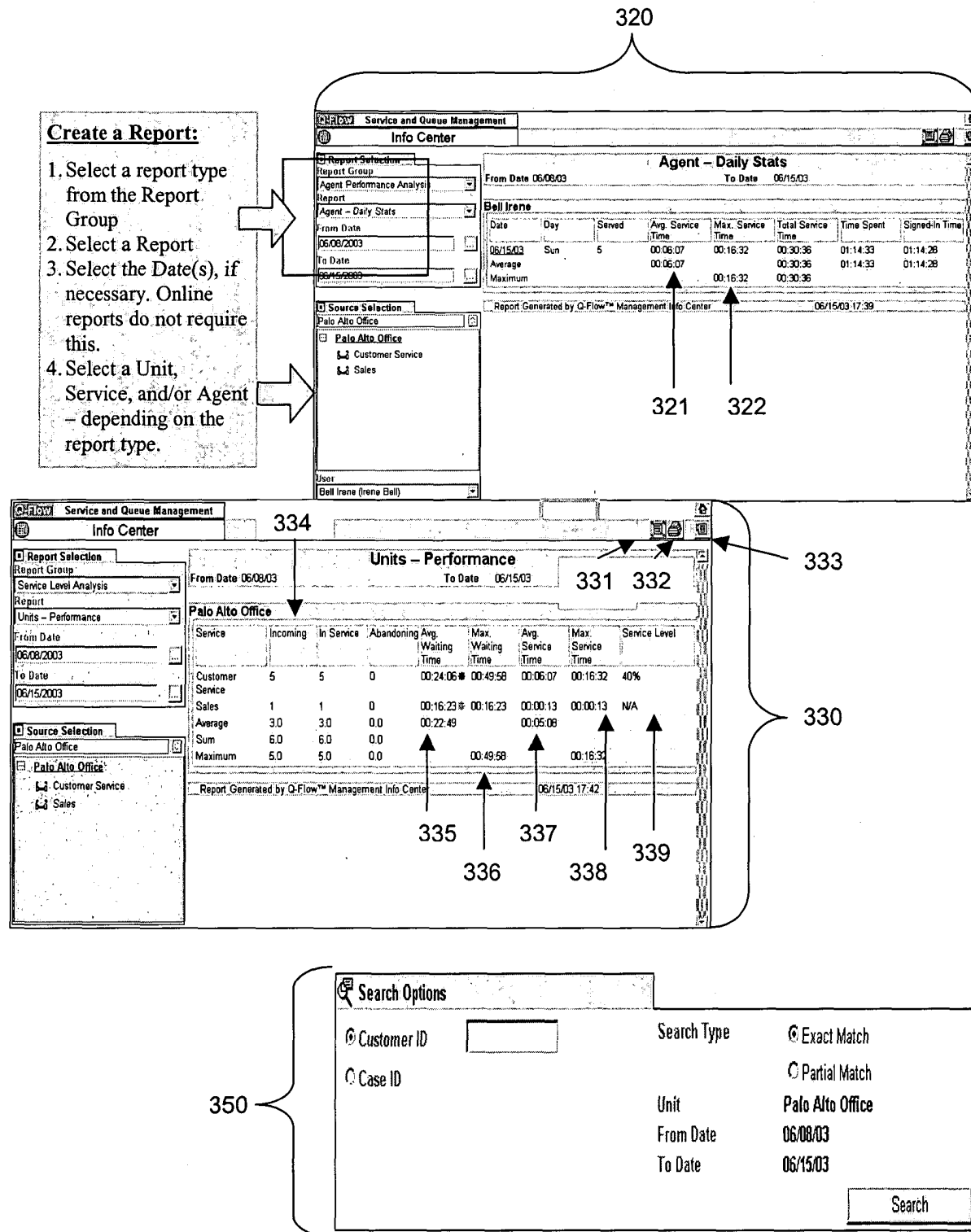


Fig. 3a

Dynamic Console - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back View Favorites Search Media

Address http://st2qlflow/Console/DConsole.aspx

Go Links

Service and Queue Management

Service Console

Agent Information

Bell, Irene (Active)

Palo Alto Office

Function Customer Service & Sales Service Customer Service Location Desk #3

Now Serving

Ticket Number 404

Customer Id 132-49-1232

Name Simpson, Jenny

Waited 00:48:04

Served 00:00:48

Call Again

Document and Classify

Cancel Case

Transfer to Sales

More Information

Customer List

Customers Waiting: 2

Time	Ticket	ID	Name (Last, First)	Details	Action
16:24	404	132-49-1232	Simpson, Jenny	VIP	Call
16:24	406	154-66-5644	Smith, John		Call
16:25	407	222-18-6374	Canasta, James		Call
16:11	400	666-55-4591	Glick, Bobby		Silent Call
16:11	401	986-55-7436	Lempert, Cathy		Document and Classify
16:11	403	178-92-9999	Smith, John		Complete Service
					Cancel Case
					Abandon

410

420

Start Dynamic Console Agent Service Console ... Local intranet 6:11 PM

Fig. 4

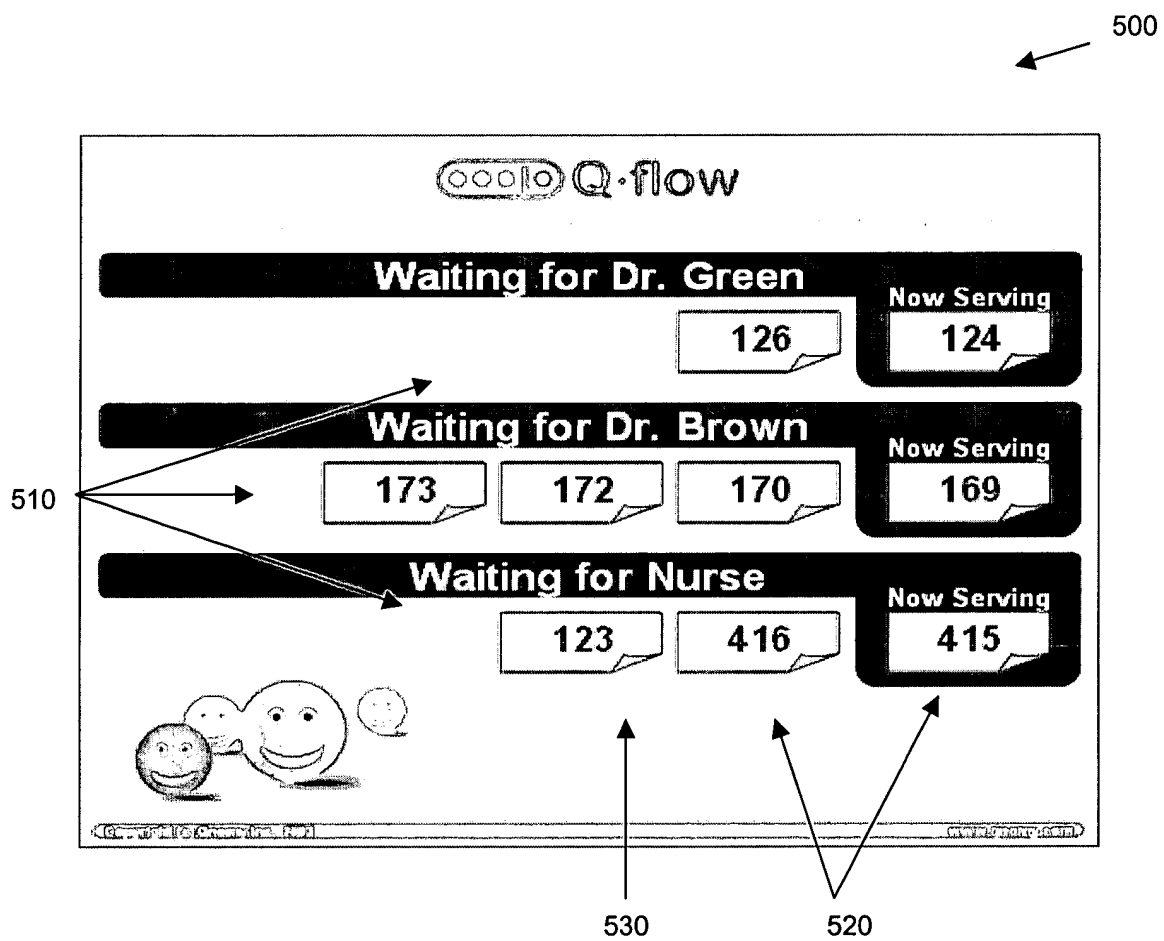


Fig. 5

Fig. 6

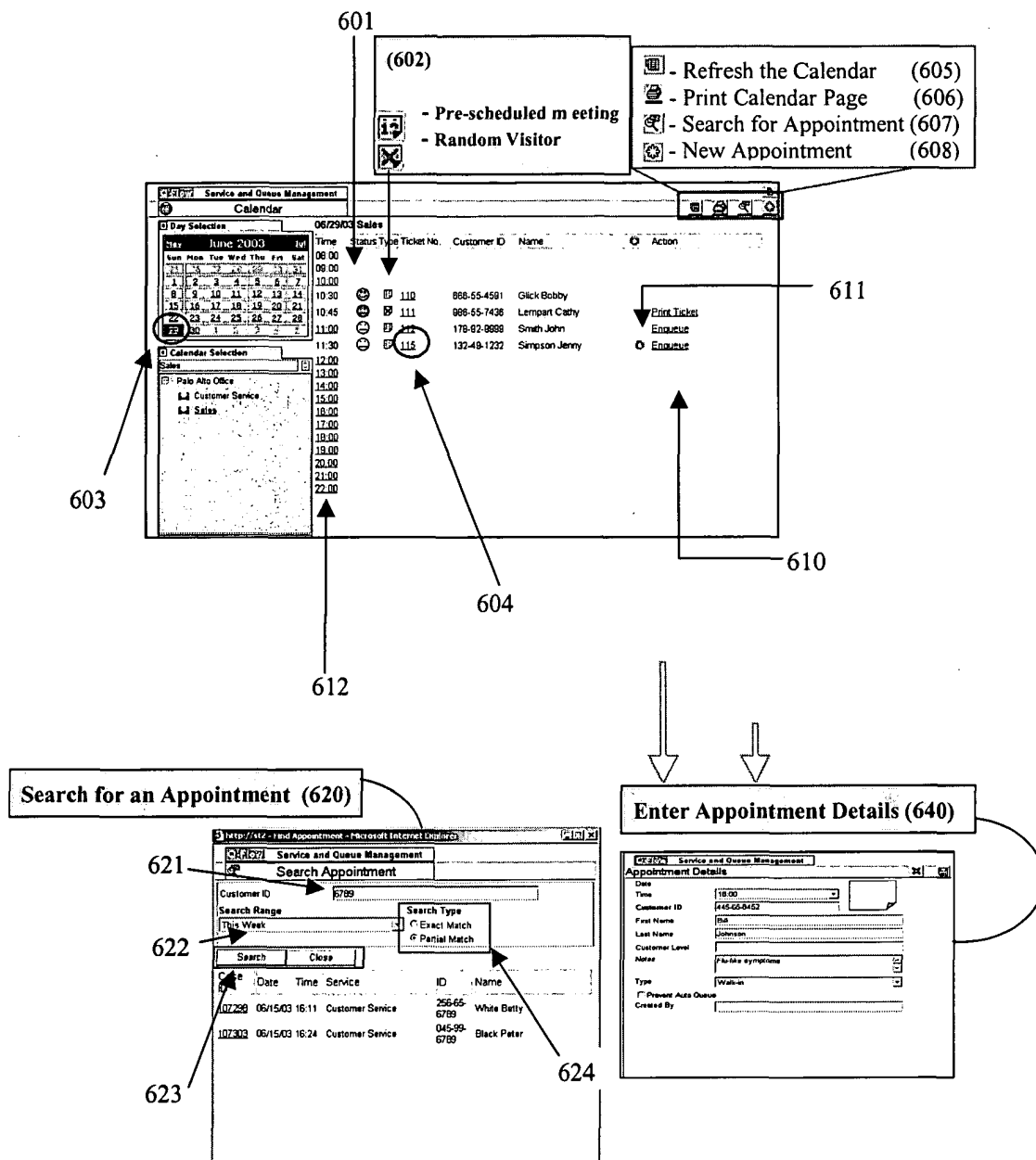


Fig. 6a



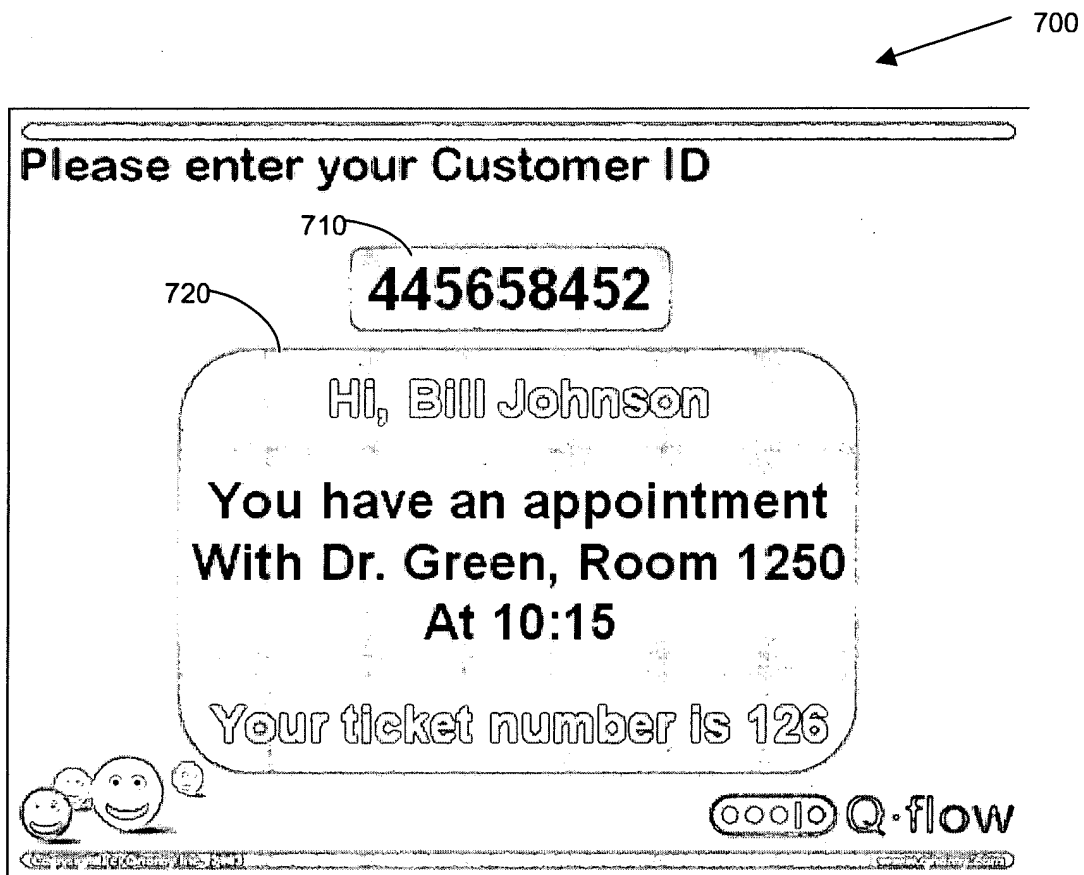


Fig. 7

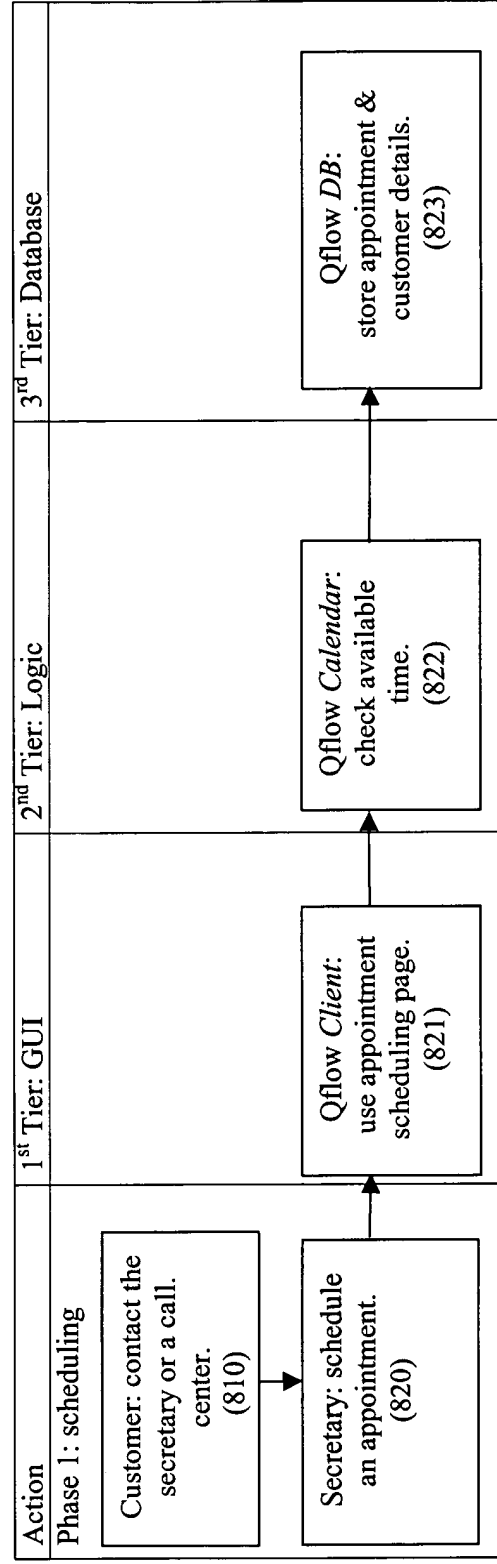


Fig. 8a

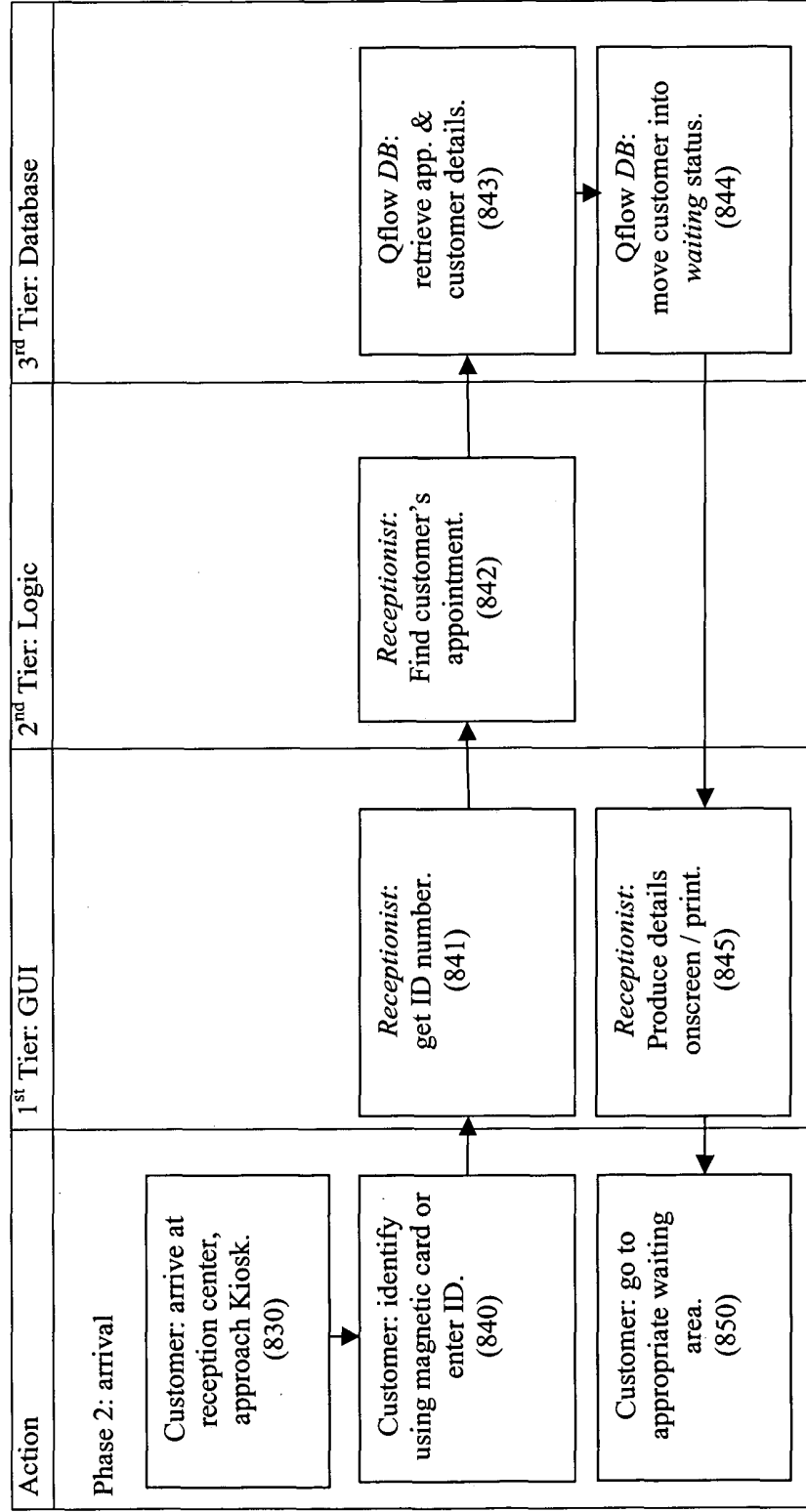


Fig. 8b

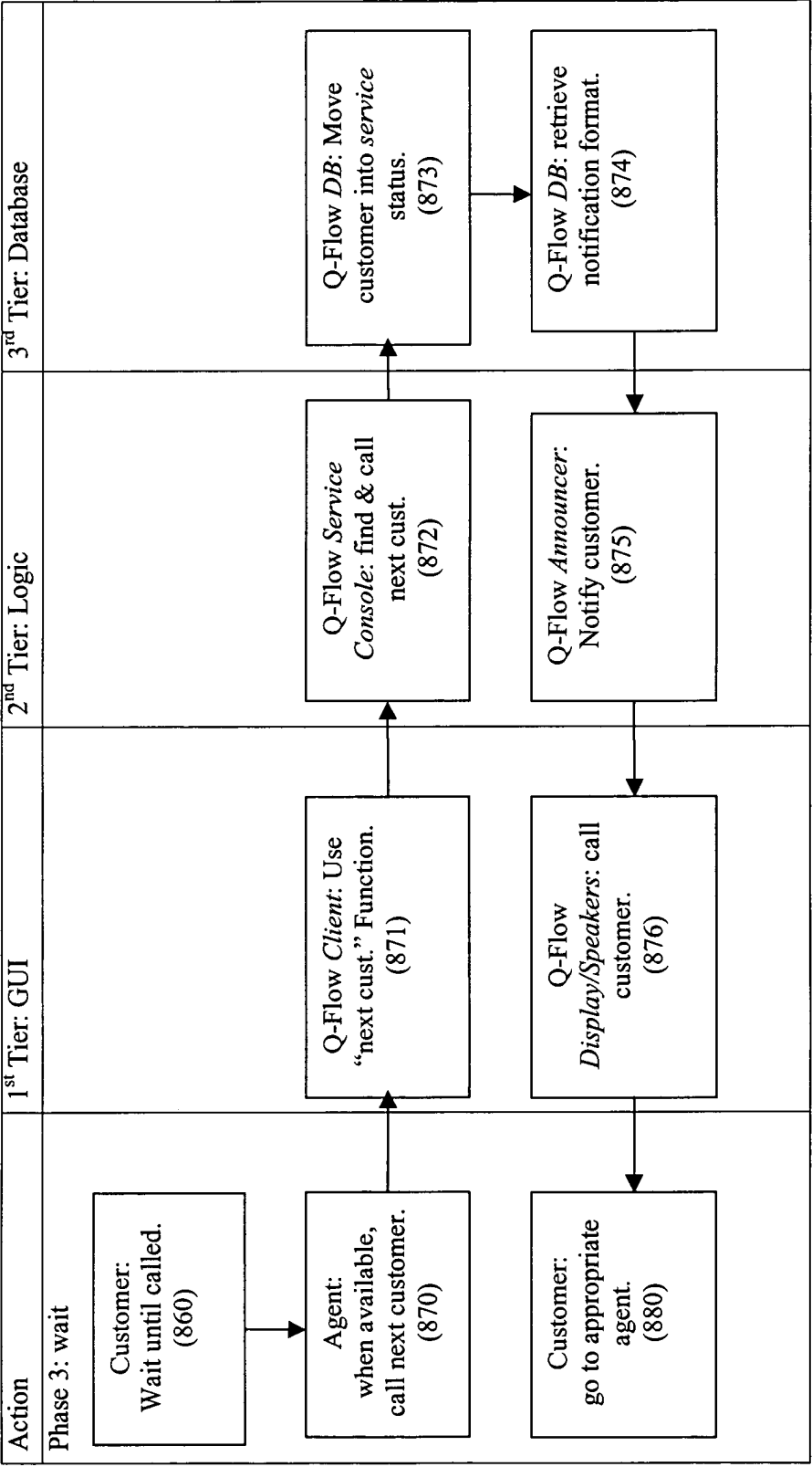


Fig. 8c

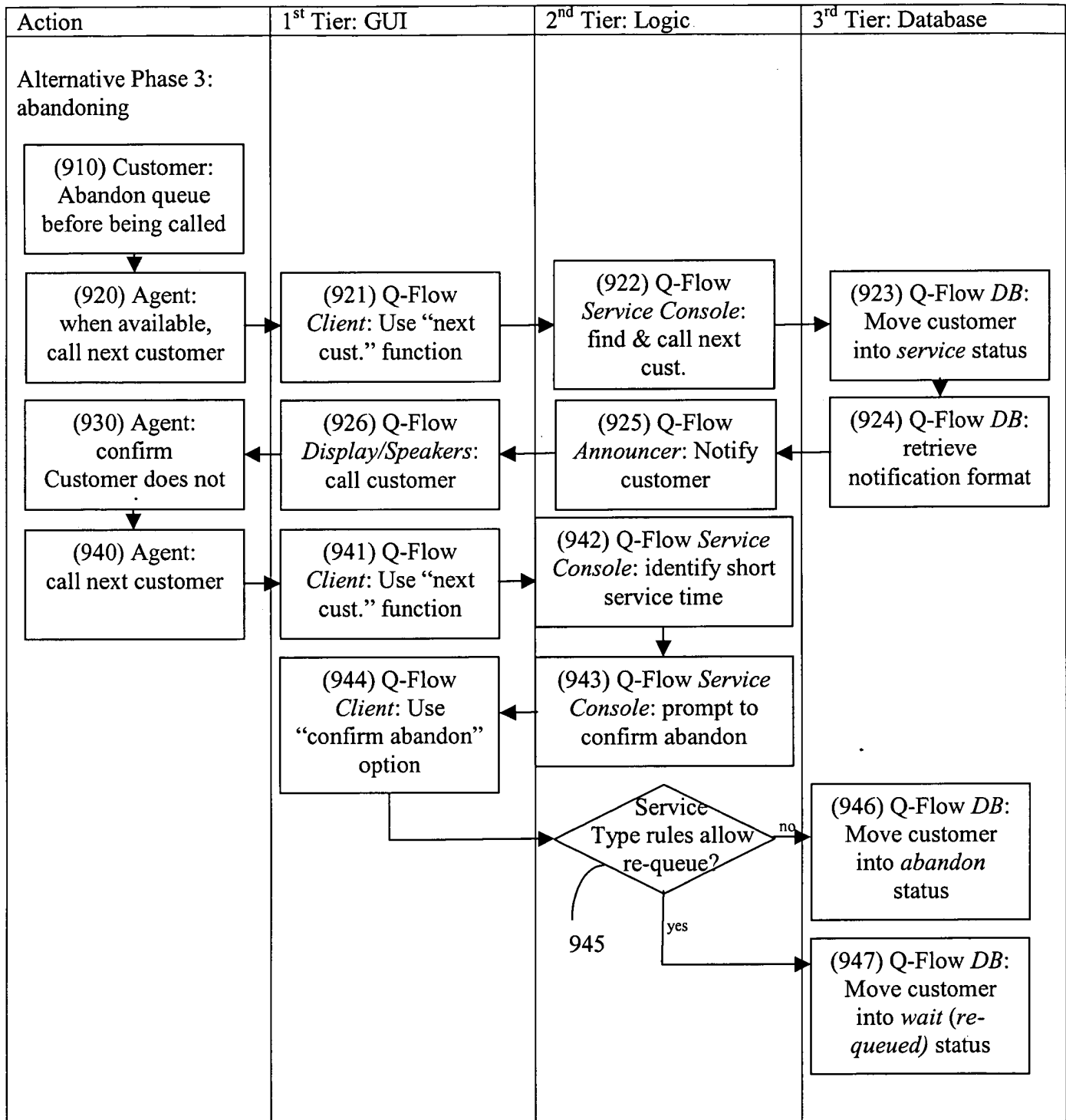


Fig. 8d

